

Indiana Department of Correction Core Information System Scope of Work Statement



Scope of Work Statement

Department of Correction Information Management and Reporting System

Introduction

The Indiana Department of Correction (IDOC) has issued this RFP for the purpose of selecting a qualified contractor to construct, install, configure and support a new information management and reporting system. This system will provide Indiana Department of Correction professionals with capacity for accessing offender data, adding new data, modifying existing data, and reporting information related to IDOC-supervised offenders within Indiana Department of Correction facilities. The proposed information management and reporting system solution must be capable of supporting all federal and state reporting requirements while complying with federal and state regulations. System access security shall be designed in such a way that users are only granted access to system data based on the defined roles and job descriptions that specify the functions they need to be able to perform. System access to confidential data (offender treatment information, medical information, etc., as defined by the Indiana Department of Correction) shall be protected and secured from system users who have no job-related need to see such information. The proposed new system must be delivered with multiple components, providing flexibility during system implementation, including extensive administrative and technical features that allow changes to be made without programmer or database administrator intervention. The system must be developed and maintained using standard file layouts to incorporate and/or interface with other Department of Correction systems. The Indiana Court Information and Technology Extract (INCITE), the System for Automated Victim Information Notification (SAVIN), for example, are a few of the systems with which interfaces will be required. The system must conform and comply with State information technology standards found at <http://www.in.gov/iot/>. It must also conform and comply with the State of Indiana's Data Interoperability initiative aimed at making it easier to share information among many Federal and State information systems. Information related to this initiative and its requirements can be found at <http://www.in.gov/iot/>.



Glossary of Terms

APM	Adult Program Management
CAB	Conduct Adjustment Board
CC	Community Corrections
CC	Credit Class
CCMS	Comprehensive Case Management System (Juvenile)
COA	Central Office Administration
CTP	Community Transition Program
DOB	Date of Birth
DOC	Department of Correction
DOS	Date of Sentence
EDS	Effective Date of Sentence
EPRD	Earliest Possible Release Date
FBI	Federal Bureau of Investigation
FTI	Fixed Term of Incarceration (total number of days)
HDC	Home Detention Credit
IACMS	Internal Affairs Case Management System
JDS	Juvenile Data System
JTC	Jail Time Credit
MRD	Maximum Release Date
OBTS	Offender Based Tracking System
OCMS	Offender Case Management System – Adult Facilities Portal - Oracle
OCMS	Offender Case Management System – Parole Services Portal - Oracle
OGRE	Offender Grievance Review and Evaluation System
OIS	Offender Information System
OTS	Offender Trust (Fund) System
OTT	Offender Transportation System
PAD	Projected Activation Date (to Work Release)
PED	Parole End Date
PRD	Projected Release Date
PREA	Prison Rape Elimination Act
RCA	Regulated Community Assignment (no longer an active program)
SA	Substance Abuse
SAMS	Substance Abuse Management System
SOMM	Sex Offender Monitor and Management Program
SSN	Social Security Number
STG	Security Threat Groups
TABE	Test of Adult Basic Education
TCU	Texas Christian University
UT	Unit Team
UTM	Unit Team Manager
VMR	Indicates Visits from Minors Restricted
WR	Work Release



1. Project Overview

The Indiana Department of Correction (IDOC) intends to select a qualified vendor to construct, install, configure, and support an information management and reporting system. IDOC is interested in a portal-based system with an integrated relational database backend that utilizes current technologies and is cost effective to operate. The proposed information management and reporting system solution must support at minimum tracking, history and reporting services for the following functional areas and currently existing subsystems:

- A. Offender Information System** – This subsystem represents the current core repository of Offender data and is accessed by most other functional areas and subsystems. Data elements concerning Offender Receiving, Releasing, Movement, Conduct, Jobs, Sentencing, Time Calculations, Visitation, CTP Tracking, Classification, Warrants, Separatees (specific offenders who must be housed separately), Property Inventory, etc., are all tracked and maintained within this sub-system.
- B. Offender Location Tracking & Transportation Logistical Support (New System Functionality)** – No system automation currently exists for assigning and tracking offender location. This is extremely cumbersome and labor intensive for Indiana Department of Correction staff when trying to determine at which facility bed space or some other unique housing requirement may be available and determining the most efficient means of transporting offenders to and from different locations. Additionally, system automation which better supports ongoing tracking of Offender locations while in transit is needed.
- C. Offender Trust Fund Management** – There are many considerations involved in managing the funds available to and used by Offenders housed within the Indiana Department of Correction facilities. Facility Finance personnel maintain and balance Offender Trust Accounts as well as transactions with vendors and banking institutions for the Department of Correction as a business entity. Mandatory Offender re-entry savings accounts are created and supported. The existing system automation needs to be expanded and enhanced to include support of batch processing of payroll information for Offenders, interaction with a new Offender Telephone System, which may be configured to include debit and credit transactions to Offender Trust accounts. Deposits to Offender accounts should result in receipts created to the Offender. The new system should allow for electronic collection of court fees, Conduct Adjustment Board ordered restitution, child support payments, etc., as a percentage of the offender's available funds. Also, fundraising activities are commonplace events at specific locations and at different times. The system should support management and tracking of fundraising activities as a function of a given subset of the monetary transactions processed. The practice of closing offender accounts at transfer or release causes problems when commissary credits, final payroll credits, for example, are received later because they cannot be posted to closed accounts. In the future, the system needs to allow such accounts to be inactivated, rather than closed.



- D. Offender Case Management** - The Offender Case Management sub-system was developed to track and maintain information about an offender's involvement in treatment programs. Offenders may be assigned to multiple groups concurrently and historical notes need to be documented and maintained online with regard to the Initial review at intake, treatment programs assigned, progress notes, etc. Treatment progress notes need to be entered by IDOC staff at both the individual offender level and at the group/team level. Achievements made in Treatment Programs qualify adult offenders for sentencing time-cuts.
- E. Parole Operations** – While no one subsystem is used to support the business requirements of the Parole Operations group, both the Offender Information System and the Offender Case Management Systems are consulted by Parole Operations users when investigating and verifying proposed residential demographics for Offenders within 120 days of release on parole. Both systems are also used by this user group when Offenders violate the conditions of their parole and must be incarcerated again within Department of Correction facilities. Additionally, a scoring model exists outside of current system automation for the purpose of evaluating the number and severity of Parolee violations/infractions so as to make consistent and objective decisions about revoking an offender's parole status. This scoring model needs to be incorporated into the new proposed information management and reporting system solution along with Parole Operations case notes and activity history. Parole Operations is also responsible for the management and oversight of Juvenile Offenders paroled in the State of Indiana. Instead of OIS and OCMS as the subsystem of record for juvenile offenders, JDS and CCMS are the subsystems utilized. Note: No system record currently exists for juvenile offenders paroled to Indiana from other states. The proposed information management and reporting system solution needs to allow parole records for both adult offenders and juvenile offenders from other states to be added to the system database.
- F. Comprehensive Case Management** - Similar to the Offender Case Management sub-system, the Comprehensive Case Management sub-system was specifically developed for use with juvenile offenders. The system is used to track juvenile offender data from the Initial Review at intake through Placement Confirmation to Treatment Notes and Treatment progress. Treatment notes need to be documented and maintained at the individual and group/team levels.
- G. Internal Affairs Case Management** - The Internal Affairs Case Management sub-system is used to document and track all incidents occurring during the offender's supervision including conflicts, associations, as well as non-offender related investigations. A request to open an investigation is received by the DOC and is assigned to an investigator. The Investigator conducts the investigation after the case has been assigned. The investigation will consist of searches of the National Crime Information Center (NCIC) records, Indiana State Police criminal records, and criminal records from surrounding states for pre-sentence investigation information, as well as interviews with other offenders and DOC personnel in the case of an incident occurring within a DOC facility. The investigator will mark the case as closed once all the necessary reports have been submitted and accepted. This user group is in charge of



operations for all DOC internal affairs, policy, procedures, high profile case investigation, manage high risk offender database, an intelligence section, security threat group management (gangs), State Homeland Security, a database of wanted offenders, and release notifications received from the LNS – Law enforcements Notification System . The Internal Affairs user group also apprehends fugitives as needed. Investigation into incidents may result in disciplinary actions involving the re-classification or sentencing of the offender.

- H. Sex Offender Monitoring and Management** - The treatment of Sex Offenders within the Department of Correction facilities presents some unique business requirements that must be supported by the new proposed information management and reporting system solution. An Oracle-based application for Sex Offender Monitoring and Management (SOMM) provides management of treatment for incarcerated sex offenders. Later stage management of treatment for sex offenders, including those on parole is outsourced to Liberty Behavior Health Systems. The Indiana Sex Offender Monitoring and Management System (INSOMM), developed by Liberty Behavior Health Systems as an external application, needs to be incorporated, in whole, into the proposed system solution. A full understanding of the crime committed, the impact on the victim, repeated criminal patterns, etc., are needed in order to provide effective treatment and rehabilitation. Additionally, mechanisms need to be built into the system to protect the confidentiality of some of the legal, medical and victim information. This information may be entered into the system by users both internal and external to the Department of Correction.
- I. Substance Abuse Management** – Regular drug and alcohol testing is administered to offenders housed at Indiana Department of Correction facilities and those offenders on supervised parole in Indiana. The Substance Abuse Management (SAMS) subsystem exists to support the cumulative tracking of all drug and alcohol testing results, case management notes and treatment activities. Online exchange of laboratory results with testing labs will be needed in batch mode.
- J. Juvenile Offender Management** – The Juvenile Data System (JDS) subsystem and the Comprehensive Case Management System (CCMS) exist to support monitoring and management of juvenile offenders housed within the Indiana Department of correction but several system limitations currently exist. No system automation supports the tracking of juveniles paroled to Indiana from other states. Information from two external systems, the COPS Incident Monitoring and Tracking system and the Student Information Management System (SIMS), need to be integrated into the new system solution. Incident reports are currently recorded on paper and manually entered into the system. Future functionality should include an online form for system entry.
- K. Offender Education (Expanded System Functionality)** –Limited automated system support exists, but needs to be improved and expanded. Education in many forms is offered to offenders housed within the Indiana Department of Correction. Educational accomplishments are used as incentives for reductions to sentences (referred to as “time cuts”.) System automation needs to be created in order for system users to be able to enter, track and



support education activities for offenders. Most of this data currently resides in scattered various sub-system locations, but the information needs to be gathered together and stored on the database for display on a screen dedicated to education data.

- L. Offender Grievance Resolution** – Offenders file grievances on paper with administrative staff at the Department of Correction facilities in which they are housed if they feel they have been treated unfairly. The grievances are addressed first at the facility level and then at the Central Office Administration if the issue remains unresolved. Such grievances often become the subjects of lawsuits and documentation needs to be maintained online concerning the nature of the grievance, the timeframes in which actions are taken to resolve issues and the manner in which issues are resolved. The Offender Grievance Review and Evaluation (OGRE) system provides automated support but needs to be expanded to include additional screens for lawsuit tracking and documentation storage capabilities.
- M. Religious and Cultural Events (New System Functionality)** - A great deal of manual tracking is done with regard to religious and cultural services provided to offenders housed in Indiana Department of Correction facilities. Due to the volume of lawsuits filed against the Department of Correction by Offenders, this information needs to be maintained online within the proposed information management and reporting system solution. No system automation to support, track and report upon these activities currently exists.
- N. Volunteer Eligibility and Management (Expanded Functionality)** – Limited system automation currently exists to enter and track the eligibility and status of Department of Correction volunteers. Annual training is required, the levels/types of volunteers exist and users would like to be able to track any volunteers barred from volunteer service at any and all facilities due to non-compliance with the guidelines established for volunteers. See the Business Requirements Document for additional functionality needed for Volunteers and Visitors.
- O. Facility Visitor Eligibility and Management (New System Functionality)** – Similarly, no system automation currently exists to enter and track the eligibility and status of Department of Correction visitors. Facility system users would like to be able to inquire upon Facility (business) and Offender Visitor lists and see the status of individuals identified as designated visitors. Even IDOC staff may be prevented from visiting offenders via “Gate Closure” status if they violate established policy. See the Business Requirements Document for new and expanded functionality needed for system automation to support tracking of Volunteers and Visitors.
- P. Federal, State, and Local Reporting of Data** – Reporting of data to federal, state, and local entities are summarized in both the BRD and the required interfaces section of this document.
- Q. Ad Hoc Reporting** – Some ad hoc reporting capabilities exist currently and additional ad hoc reporting is performed by IT staff within the Department of Correction IT department, but their workload would be eased substantially if some generic ad hoc reporting capabilities were provided to users system-wide.



- R. Data Exchanges** – A list of existing Data Exchanges is provided later in this document. It should not be considered all-inclusive as additional interface needs may be identified by users as this project progresses.
- S. Offender Warehouse File (Packet) Management (New Functionality)** – Little system automation exists with regard to comprehensive Offender physical (hardcopy) file information. Physical files are initiated at intake, but additional information from various sources (e.g., the court system, treatment providers, information from Parole Operations, etc.) may or may not reach the physical files that are imaged and maintained by each facility and/or the file warehouse. Each functional area and each subsystem of the proposed new information management and reporting system should allow for digitizing of additional documents, pictures, etc., in order to reduce an unnecessary dependence on paper.

2. Current Technology

The Indiana Department of Correction currently uses an IBM mainframe system with IDMS software which feeds several adjunct Oracle database applications that were added to the system over time. This has caused several problems for users – navigation among databases and screens is cumbersome and not user friendly. With the amount of data involved, the Oracle databases are often slow during periods of peak usage and frequently become unavailable for use. The current system also interacts with a recently added Universal Content Management (UCM) image scanning and storage system which replaced a PowerWay imaging application, an offender telephone system, multiple banking institutions, the Prison Enterprise Network (PEN) system, Intuit's Quicken software for check-writing and other accounting functions and several federal and state information databases, including the SAVIN system for the notification of victims and law enforcement agencies, and Liberty Health Systems' INSOMM system used for Indiana Sex Offender Monitoring and Management, as examples.

3. Project and Target Environment

The Indiana Department of Correction is headquartered and has its Central Office of Administration in Indianapolis, IN, at the Indiana Government Center South. There are several other facilities at various locations throughout the state. It is expected that most of the work for completing the functional and technical requirements of this RFP will be completed on-site in Indianapolis. The Indiana Dept. of Correction will provide bidders with a workspace, access to telephones, office supplies, work-stations, and access to the State of Indiana LAN/WAN and/or mainframe. It is further expected that Indiana Department of Correction employees will be involved in development of this system and will support the application after implementation. It is possible that IDOC staff throughout the state could be made available for User Acceptance Testing, a pilot program and/or training.

4. Project Requirements

The Project Requirements call for the vendor to do the following:

- A.** Construct, install and support the new information management and reporting system.
- B.** Configure the Indiana Department of Correction interfaces with the proposed new information management and reporting system.



- C. Provide technical assistance with converting existing data into the proposed new information management and reporting system.
- D. Perform benchmark and performance testing to ensure data converted properly and the proposed new information management and reporting system is functioning properly. The system should perform as specified by the Indiana Department of Correction.
- E. Provide user and administrator training and training materials for the Indiana Department of Correction to use with the proposed new information management and reporting system.
- F. Provide implementation services with the proposed new information management and reporting system.
- G. Provide warranty and maintenance support for the new information management and reporting system.

5. Scope of Work

The Scope of Work calls for the vendor to carry out the following activities for all phases of the project and to ensure all business and technical requirements are met:

A. Implementation Strategy

Provide an implementation strategy including software customization and configuration services necessary to meet functional and technical requirements outlined in this RFP (See Business and Technical Requirements).

B. Project Plan

Provide a project plan that defines tasks, durations, start and finish dates, deliverables, and information about who is responsible for completing each task and the skill set required to perform the tasks.

C. Change Control & Defect Management Plan

Provide a Change Control and Defect Management plan and process. The Change Control process should include a documented method of establishing priorities and allocating resources. The Defect Management process should document solutions provided. A Quality Assurance plan shall be incorporated.

D. System Testing

Provide documentation showing that Unit Testing/System Integration Testing, and User Acceptance Testing was performed including the test scripts utilized.

E. Post-Implementation Technical Support Plan

Provide a turnover plan and post-implementation technical support plan and process.

F. Technical Architecture Diagram

Provide a technical architecture diagram and list of minimum operating system software and hardware requirements for all environments, including client and server if appropriate, (i.e., development environment, testing environment, and production environment.)

G. Data Migration Plan & Conversion Services

Provide a data migration plan and conversion services of the existing databases for inclusion in the new system. Include the methodology used for customization and data migration and roles, responsibilities, activities and tasks. It is expected that data from all the sources



identified in the Scope of Work Statement and the Business Requirements Document will be captured and used to populate data fields in the proposed new information management and reporting system solution.

H. Interfaces

Provide technical services to incorporate all existing and planned interfaces. See Item 6, Section B., Required Interfaces, below for detail.

I. Workflow

Provide system workflows as needed to step users through processes where user responses and approvals are required.

J. Ad Hoc Reporting Capabilities

Provide ad hoc reporting capabilities that are intuitive and user-friendly. See Section 7. Reporting Functions.

K. Performance/ Response Time Testing

Provide a system performance and response time testing plan. Conduct application performance load testing.

L. Data Validation

Identify a list of deliverables for user acceptance testing and data validation by users.

M. Documentation & Training

Provide comprehensive system documentation, user manuals and training programs. Provide online and classroom training and supporting documentation for system administrator(s), technical support staff and personnel identified as “Trainers” for all components of the system.

N. Software Maintenance and Support

Provide core system software maintenance and support, including problem fixes and enhancements to the core system software.

O. Out of Scope

Any and all hardware or software related to cameras, scanners, card readers, telephone systems, etc., shall be considered out of the scope of work of this project. Exceptions would be interfaces with systems listed in Item 6, Section B., Required Interfaces.

6. Business Requirements

All vendor RFP responses must show how the following Business Requirements will be met by the proposed new information management and reporting system solution.

A. Service Levels

The system needs to be available for use as much as possible with the exception of a window of time needed for system back-ups and maintenance. It is expected that this system be available to users 24 hours a day, seven days per week. An off-site disaster recovery system should exist and be in place for implementation in the event of a disaster at the current location of Indiana Department of Correction mainframe computer system. This requirement shall be completed in cooperation with the Disaster Recovery plan currently in place.



B. Required Interfaces

The system must provide electronic interfaces for user inquiries and periodic reporting of data to entities outside of the Indiana Department of Correction and to external information systems used by IDOC staff. These interfaces include but are not limited to:

1. State of Indiana Family and Social Services Department (FSSA)

Automatic data exchange with FSSA to see if any offenders are receiving FSSA services. Matches are found on name, social security number and date of birth.

2. Federal Bureau of Alcohol, Tobacco, and Firearms (ATF)

Scheduled job produces a list of violent offenders recently released from DOC.

3. Vigo County Report

Scheduled job produces a list of Vigo County offenders incarcerated with DOC. Projected release date and all social security numbers are listed.

4. Correctional Medical Services

Two files are provided: One runs nightly and provides medical coverage start and end dates for each offender; another file runs three times a day and provides facility location information for the CMS electronic medical records system.

5. Social Security Administration

A census file of all offenders is provided, usually once annually, and is run when requested. A monthly file is run on offenders incarcerated and their social security numbers. It is used to find any offenders who may be receiving social security benefits.

6. Internal Revenue Service (IRS)

An annual file of offenders and their social security information is submitted on request, usually in August. It is formatted to specific IRS standards and submitted via e-mail.

7. Statewide Voter Registration System (SVRS)

A file is automatically generated nightly as a feed to the Statewide Voter Registration System (SVRS). It contains data on offenders received and released, and is used by county voter registration agencies to disenfranchise voters or restore voter eligibility.

8. Department of Correction (DOC) Web Site

A file is automatically run on a nightly basis to feed the Department of Correction web site. This website is used by the general public to identify offenders, among other uses.

9. Federal Aviation Administration (FAA)

A file is created annually to provide the FAA with demographic information on offenders who are incarcerated with drug related offenses. This will be used to match their database of pilots and mechanics, who are no longer eligible to hold a license if convicted of this type of felony.

10. Fingerprints

The NEC fingerprint operation at the Receiving and Diagnostic Center accesses the Offender Information System (OIS) to pull offender data to accompany the transmission



of information to the Indiana State Police. This activity is on-going each day during the intake process.

11. JPAY Trust Fund Transactions

Several files run nightly to exchange data with JPAY on offender locations, purchases, fee payments, refunds, and also deposits from family and friends. This interface needs to be expanded to include a monthly update file from Facility account staff processing offender payroll so that offender payroll information can be received and update the system in a batch processing mode. Offender payroll information is currently entered manually on an individual offender basis, which is both time consuming and labor intensive, and needs to be updated so that payroll information can be uploaded and processed in batches, rather than on an individual basis.

12. Parole Board

Parole Board members will need an interface with the proposed new information management and reporting system.

13. Department Of Correction Planning

The DOC planning division also receives information requests throughout the year and provides information to outside entities, especially judicial and legislative entities within the state of Indiana.

14. System for Automated Victim Information Notification (SAVIN)

The System for Automated Victim Information Notification (SAVIN) is a Microsoft Dynamics CRM system used for notification of both law enforcement agencies and victims of sex offenders when those offenders are scheduled for release from DOC facilities. It interfaces with the Offender Information System and receives data on offender release dates, transfers, demographics as to where paroled offenders intend to reside, etc.

15. Indiana Court Information Technology Extract (INCITE)

The Indiana Court Information Technology Extract (INCITE) is an Indiana-specific database dedicated to making information related to the adjudication of criminal offenses available to the public.

16. Offender Telephone System

IDOC has contracted with a telephone vendor to provide communication services for offenders. Each offender will use their DOC ID and a PIN created at RDC to access the system. Access can be activated for the entire state-wide offender communication system and then locked down to a single, specific correctional facility once the offender is assigned so that DOC ID's and PIN's are not shared among offenders. This telephone system can be configured so as to establish a telephone number for offender use in submitting new or additional telephone numbers to the correctional facility for addition to the offender's Phone Approved List (PAL). The system will accumulate new numbers and provide them in a report for an IDOC staff member's use in verifying and adding the new numbers to the lists. The offender telephone system can also classify and store



attorney telephone numbers so privileged attorney client conversations are not recorded. The communication system can be further configured to allow offenders to utilize their DOC ID and PIN to place Commissary orders and make other DOC vendor purchases. This communication system can be used by approved family and friends to add funds to offender trust accounts.

C. Accessibility

The system must be intuitive, and simple to use. The user must not experience delays when accessing the system and navigating between screens. The system must meet or exceed all minimum standards for accessibility as required by Section 508 of the Rehabilitation Act: Those standards are consistent with the worldwide web consortium's Web Accessibility Initiative using the Web Accessibility Content Guidelines, which are available publicly at <http://www.w3.org/WAI/>. Service levels need to be such that the system is available 24 hours a day, seven days a week, with the only exception being times at which the system is unavailable due to scheduled system maintenance.

D. Interoperability

The system must conform and comply with requirements of the State of Indiana's Data Interoperability Initiative. Data interoperability and integration is about sharing information across agencies and jurisdictions. It allows applications to work together as an enterprise system in which multi-directional information sharing and exchange of data is achieved. The following standards for interoperability are to be used:

1. **NIEM:** XML-based standard language
2. **JIEM:** Process Models
3. **GFIPM:** Security
4. **JRA:** Service Oriented Architecture.

E. System Security and Historical Tracking

The system must maintain history records of user actions that create, modify, or delete data. This audit trail must be easily accessible. System security shall be provided as stated in Item 8, Section G, below.

F. Customization

The system must allow for Dept. of Correction customization without assistance from a vendor.

G. Online Help and Tutorials

The system must provide online help and tutorial features.

H. Priority of Service

The system must accommodate preference policies and priority of service for applicable users as determined by DOC Management.

I. Batch Process Interfaces

The system must have the ability to receive and exchange data with other systems for the purpose of updating the database (e.g., offender payroll, commissary transactions,



telephone system purchases, etc.) and must follow the standards set forth in the State's Interoperability Initiative.

J. Indiana Office of Technology (IOT) Standard

The system must comply with State standards found at <http://www.in.gov/iot/>. The respondent must validate that the application conforms to the Assistive Technology Policy (Section 508). This shall be accomplished by submitting a Voluntary Product Accessibility Template (VPAT), or by completing Attachment D, Assistive Technology Compliance Evaluation Form.

7. Reporting Functions

The system must provide all federal and state required reports and include ad hoc reporting capability. Reports must comply with federal data-collection and reporting requirements. The capacity to collect supplemental outcome data consistent with current reporting requirements must be provided. The system needs to be able to provide real-time management information for performance and management reports.

A. Ad Hoc Reports

The system must have functionality to produce ad hoc reports. Users have the need to create ad hoc reports to satisfy management prerogatives and monitor performance against performance goals. Reports must quantify and display data based on user-specified criteria, including begin and end dates.

B. Viewing , Printing, and Saving

Reports must be able to be viewed online, printed, saved and/or exported in multiple formats, such as any of the Microsoft Office applications, Adobe and/ or HTML format.

C. Online Report Access

Reports must be available to users to be viewed online, printed, saved, or exported based on user-defined security access levels.

8. Administrative Functions

The system must include an administrative module for non-technical, business-side administration to manage the system without programmer intervention. The module must include, but is not limited to, the functions described following:

A. Create Administrative Accounts

1. Administrative accounts are created at the Center of Administration level and assigned as determined by the Department of Correction management. This will permit Department of Correction System Administrators to create limited Administrative accounts for field staff who may be responsible for one or two administrative functions without giving full administrative access.

B. Administrative User Communication

1. Login Message

Administrative users can compose messages to be displayed at login by user type. Messages can be managed by date to automatically begin and end.

2. Maintenance Message



Administrative users can compose messages for display on a splash page displayed at login. These messages may be about scheduled maintenance, but may also be general information or announcements to system users.

C. Application Variables

The system must include application variables that can be set according to the Department of Correction's preferences, particularly with changes to the calculations used for time cuts. .

D. Resources and Quick Links

Include functionality for adding, editing, and removing links and narratives. Allow Indiana Department of Correction administrative users to customize the resources according to their user's needs, and to update and format the resources and quick links in minutes, without programmer assistance.

E. General Communication and Administration

1. E-mail and Instant Messaging

The proposed system solution must support E-mail and Instant Messaging. Users should be able to search for an e-mail address or Instant Messaging sign-on belonging to other system users in the interest of facilitating direct communication among users.

2. User Look-up

Administrators can search for users in the system by all user account types.

F. Update Facility Locations

1. Facilities

Administrators shall be able to add, edit, or remove facilities and facility settings.

G. Security Services

1. Security Hierarchy

Establish security hierarchy for Department of Correction Central Office Administration users, Facility-level users, agency users, contractor users, etc.

2. Account Privileges

Indiana Department of Correction staff must be able to approve, create and disable user accounts at all levels and manage account privileges.

3. Vendors, Programs and Services

Indiana Department of Correction Central Office Administration staff must be able to add, edit, and delete vendors, programs and services.

9. Annual Maintenance and Support

The vendor must provide an annual cost for core system software maintenance, core software system enhancements and problem resolution as part of an annual subscription. The vendor must provide documentation and support for upgrades, but the actual upgrade installation process is the responsibility of the State of Indiana.

10. Implementation Services

The Vendor must provide a cost for implementation services, application and database server configuration, data conversion assistance and system customization.



11. Data Conversion Format

The vendor must develop and document the application for data conversion. The Indiana Dept. of Correction or its contractors will be responsible for extracting data from the existing systems.

12. Data Repository

The vendor will establish a single, common core system data repository for the purpose of user inquiry and the sharing of data between application sub-systems. This repository will contain but is not limited to demographic, offender, offense, classification, sentence, case management, treatment, visitor, volunteer, location, intake and transfer logistics, accounting, education, religious and cultural activity, time reduction, grievance, parole, sex offender specifics, victim, earliest projected release date information for offenders and those who work with them.

13. Central Office of Administration/Facility Administrator Training

The vendor must provide costs for train-the-trainer sessions for COA and/or facility administrators and other Department of Correction staff during the implementation process. This training shall focus on the user skills needed to effectively use the system to transact Department of Correction operations at a mutually agreed level of detail. Remote support for additional assistance must be provided following implementation for a period of one year.

A. Trainer Training

The vendor must provide a cost for onsite train-the-trainer sessions at a mutually agreed level of detail in the Request for Proposal response.

B. System Administrator & Technical Support Training

The vendor must provide a cost for onsite System Administrator & Technical Support staff training at a mutually agreed level of detail in the Request for Proposal response.

14. Application License

Any custom code developed as part of this implementation will become property of the State of Indiana. The state will be granted a non-exclusive and non-transferable license to use the application of the software provided under this license. Under this License, the Licensee agrees to use the Application in accordance with the following terms and conditions:

A. Unlimited Usage

The Application may be used by an unlimited number of users within the Indiana Department of Correction, on an unlimited number of computer workstations for an unlimited number of offenders and projects developed by the Department of Correction.

B. Source Code Protection

All Source Code provided by the Licenser and used by this Application which may be distributed or accessible outside the Licensee's organization (including use from the internet) must be protected to the extent that it cannot be easily extracted or decompiled.

C. Limited Rights to the Application

The Licensee may not resell, rent, lease, or distribute the Application separately.

D. License Royalties

The License is royalty-free. The Licenser shall not claim any fee for the sales of the Licensee's Application.



15. Ownership of Data

The State of Indiana Department of Correction owns the data in the Information Management and Reporting System solution. The vendor is strongly encouraged to detail what limitations, if any, the vendor would intend to place on this ownership.

16. Demonstration Site

Access for Request for Proposal evaluation staff to a demonstration site designed and built by the vendor is required. The site must demonstrate vendor understanding of Department of Correction core system requirements. While the demonstration site is not expected to have all the features described in this Request for Proposal, the site must be fully functional and allow the testing of all user and logistical functions.

17. Additional Features of Vendor Solution

This section must describe additional features of the proposed solution not elsewhere specified in the Request for Proposal, and how those features will benefit system users.

18. Implementation Plan and Schedule

The implementation plan for all features of the proposed information management and reporting system solution must be detailed and complete. An implementation timeline shall be included in any Request for Proposal response.

19. Cost

Cost information related to provision of the proposed new information management and reporting system, conversion of data, turnover, training, documentation, future source code releases, problem fixes and enhancements, and any and all financing options along with discussion of all requirements listed in this Scope of Work Statement must be provided in any Request for Proposal response.

